

NOTICE OF MEETING
LONG BEACH CIVIL SERVICE COMMISSION

THE REGULAR MEETING OF THE LONG BEACH CIVIL SERVICE COMMISSION WILL BE HELD ON WEDNESDAY, APRIL 1, 2009, AT 8:00 A.M. IN THE CONFERENCE ROOM OF THE COMMISSION ON THE 7TH FLOOR OF CITY HALL, 333 WEST OCEAN BOULEVARD, LONG BEACH.

A G E N D A

1. **MINUTES** – Regular Minutes of March 25, 2009
2. **REQUEST FOR RECLASSIFICATION AND PERMANENT REASSIGNMENT**– Linda Thompson, Administrative Aide to Traffic Engineering Aide
 - a. Communication from Cynthia Stafford, Personnel Services Officer, Public Works
 - b. Staff report prepared by Rob Pfingsthorn, Personnel Analyst
3. **UPDATE AND CONSIDERATION OF SUSPENSION OF SECTION 27 OF THE CIVIL SERVICE RULES AND REGULATIONS**
Staff report prepared by Mario R. Beas, Executive Director
4. **BULLETINS**
Office Automation Analyst
Office Systems Analyst
5. **EXAMINATION RESULTS**
Animal Health Technician
Port Financial Analyst
Water Treatment Operator
Water Treatment Operator – Test 11 (Amended)
6. **EXTENSION OF EXPIRING ELIGIBLE LISTS (6 months)**
Airport Operations Assistant
Animal Control Officer
Aquatics Supervisor
Civil Engineer (10/8/08, 4/9/08, 4/23/08)
Helicopter Mechanic
Laboratory Assistant
Senior Civil Engineer (10/8/08, 4/30/08)
Traffic Engineering Associate (4/9/08)
Water Conservation Specialist (10/8/08, 10/15/08)
7. **RETIREMENTS**
Loi Pham/Business Systems Specialist II/Technology Services (21 yrs., 3 mos.)
Patricia Smithson/Customer Service Representative III/Financial Management (20 yrs., 7 mos.)

8. **RESIGNATIONS**

Harry Hampton/Police Officer/Police (3 yrs., 9 mos.)

Richard Licon/Ambulance Operator/Fire (1 yr., 9 mos.)

James Silva/Gas Field Service Representative III/Energy (2 yrs., 8 mos.)

9. **WITHDRAWAL OF APPEAL** – Reduction Appeal 13-R-78

10. **MANAGERS' REPORT**

11. **COMMENTS FROM PUBLIC** – The Civil Service Commission will hear from members of the public on matters within the Commission's jurisdiction.

12. **CLOSED SESSION (Government Code 54957.8)** – Suzanne Mason, Director of Human Resources Regarding Employee Furloughs

NO HEARING

THIS INFORMATION IS AVAILABLE IN AN ALTERNATIVE FORMAT BY REQUEST TO CIVIL SERVICE AT (562) 570-6059.

"THE CITY OF LONG BEACH INTENDS TO PROVIDE REASONABLE ACCOMMODATIONS IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT OF 1990. IF A SPECIAL ACCOMMODATION IS DESIRED, PLEASE CALL CIVIL SERVICE 48 HOURS PRIOR TO THE EVENT/PROGRAM/SERVICE AT (562) 570-6059".

**LONG BEACH CIVIL SERVICE COMMISSION
JEANNE KARATSU, PRESIDENT
MARCH 25, 2009**

The regular meeting of the Civil Service Commission was held at 8:00 a.m., Wednesday, March 25, 2009, in the Board Room of the Commission, 333 West Ocean Boulevard, Seventh Floor, Long Beach, California.

MEMBERS PRESENT: Mary Islas, F. Phil Infelise, Ahmed Saafir, Jeanne Karatsu, Douglas Haubert

MEMBER EXCUSED:

OTHERS PRESENT: Mario R. Beas, Executive Director & Secretary
Diane Dzodin, Administrative Officer
Marilyn Hall, Executive Assistant
Salvador Ambriz, Personnel Analyst
Debbie McCluster, Personnel Analyst
Caprice McDonald, Personnel Analyst
Robert Pfingsthorn, Personnel Analyst
Lourdes Ferrer, Personnel Analyst
Donna de Araujo, Assistant Administrative Analyst
Ken Walker, Personnel Operations Manager, Human Resources

President Jeanne Karatsu presided.

MINUTES: It was moved by Commissioner Saafir, seconded by Commissioner Infelise and carried that the minutes of the regular meeting of March 18, 2009, be approved as prepared. The motion carried by a unanimous roll call vote.

**REQUEST TO EXTEND
NON-CAREER APPOINTMENT:**

TAMALYN SAYRE/RECREATION LEADER SPECIALIST

The Secretary presented a communication from Phil T. Hester, Director of Parks, Recreation and Marine, requesting Commission approval to extend the non-career appointment for Tamalyn Sayre, Recreation Leader Specialist for 500 hours. In addition, the Secretary presented a staff report prepared by Lourdes Ferrer, Personnel Analyst. After discussion, it was moved by Commissioner Infelise, seconded by Commissioner Haubert and carried that the request to extend non-career hours be approved in accordance with Section 49 of the Civil Service Rules and Regulations. The motion carried unanimously.

**REQUEST TO FILE LATE
APPLICATION:**

NEIGHBORHOOD SERVICES SPECIALIST

The Secretary presented a communication from Michael Sanjuan, requesting Commission approval to file a late application for the Neighborhood Services Specialist examination. In addition, the Secretary presented a staff report prepared by Deborah McCluster, Personnel Analyst. Ms. McCluster briefed the Commission regarding Mr. Sanjuan's request. Mr. Sanjuan was present and addressed the Commission, stating that when he submitted his application for Neighborhood Services Specialist his computer crashed and although he completed the supplemental with the application, the completed supplemental was not received by the Civil Service Department due to his computer crashing. After discussion, it was moved by Commissioner Haubert, seconded by Commissioner Infelise, to deny Mr. Sanjuan's request to file a late application. The motion failed by the following roll call vote:

AYE: Douglas Haubert

NAY: Ahmed Saafir
Mary Islas
Phil Infelise
Jeanne Karatsu

In a subsequent motion, it was moved by Commissioner Infelise, seconded by Commissioner Islas and carried to approve Mr. Sanjuan's request to file a late application for Neighborhood Services Specialist. The motion carried by the following roll call vote:

AYE: Ahmed Saafir
Mary Islas
Phil Infelise
Jeanne Karatsu

NAY: Douglas Haubert

**REQUEST FOR ORDER OF
LAYOFF:**

The Secretary presented an Order of Layoff to the Commission for the Clerk, Public Health Professional Drug/Alcohol Coordinator, Registered Nurse, Assistant Administrative Analyst, Vector Control Specialist, Community Worker and Customer Service Representative, classifications. In addition, the Secretary presented a staff

report prepared by Diane Dzodin, Administrative Officer. The Secretary briefed the Commission regarding the layoffs. After discussion, it was moved by Commissioner Infelise, seconded by Commissioner Islas and carried to approve the Order of Layoff as prepared and to forward it to the City Manager. The motion carried by a unanimous roll call vote.

**PROTEST OF WRITTEN
EXAMINATION ITEMS:**

FIRE BOAT OPERATOR

The Secretary presented a staff report prepared by Caprice McDonald, Personnel Analyst regarding the protested question from the Fire Boat Operator examination, which was administered on March 17, 2009. Ms. McDonald briefed the Commission regarding this protest. After discussion, it was moved by Commissioner Saafir, seconded by Commissioner Haubert and carried to approve the recommended disposition of the protested item. The motion carried by a unanimous roll call vote.

EXAMINATION RESULTS:

It was moved by Commissioner Islas, seconded by Commissioner Infelise and carried that the following examination results be approved. The motion carried by a unanimous roll call vote.

Animal Health Technician – 13 Applied, 5 Qualified
Civil Engineer – 6 Applied, 4 Qualified

**EXTENSION OF EXPIRING
ELIGIBLE LISTS:**

It was moved by Commissioner Infelise, seconded by Commissioner Islas and carried that the following eligible lists be extended for an additional six months, with the exception of Welder, to be extended for four months. The motion carried by a unanimous roll call vote.

Civil Engineering Assistant (4/2/08, 4/9/08, 4/16/08,
4/30/08, 10/15/08)
Communication Specialist (4/2/08, 4/16/08, 4/23/08)
Public Health Professional (4/2/08, 4/16/08, 4/30/08,
10/8/08)
Supervisor – Facility Maintenance
Welder

MANAGERS' REPORT:

Diane Dzodin, Administrative Officer, thanked Suanne Swan and Beatriz Lacerda, Payroll/Personnel Assistants, for the excellent job they did in assisting her with the preparation of the Order of Layoff.

The Secretary informed the Commission that as it directed, he met with four of the employee associations and spoke to one via telephone regarding the City Manager's request to suspend Section 27 of the Rules and Regulations. He stated that he would be meeting with Christina Checel, Deputy City Prosecutor, to discuss proposed language to be used, if it's the Commission's decision to make the rule change to accommodate Section 27.

RECESS:

President Karatsu announced a five-minute recess.

RECONVENE:

President Karatsu reconvened the meeting.

**DISCUSSION AND
CONSIDERATION OF CIVIL
SERVICE DEPARTMENT
BUDGET FY 09/10 & FY 10/11:**

The Secretary provided the Commission with a proposal for potential budget reductions for Civil Service Department FY 09/10 budget, and a potential budget reduction worksheet provided by the Financial Management Department for FY 10/11. He provided the Commission with a detailed explanation of each of the proposed options and the impact on Civil Service being able to provide its core functions. He further stated that Financial Management and the City Manager are not asking for completion of the budget, but to present on the format it provided, potential cuts of up to 15% over the next two fiscal years. Commissioner Saafir expressed concerns that additional cuts to the Civil Service Department would hinder Civil Service from performing its core services as required by the City Charter. Commissioner Haubert expressed that if the Commission finds that a proposed cut hinders it from providing its core services, the Commission would go to the City Council and request additional funds. After discussion, it was moved by Commissioner Haubert, seconded by Commissioner Saafir and carried to submit a potential cut of 15% for the next two fiscal years with an explanation that the cut may impede Civil Service from providing its core services as stated in the City Charter. The motion carried by a unanimous roll call vote.

ADJOURNMENT:

There being no further business before the Commission, President Karatsu adjourned the meeting.



MARIO R. BEAS
Secretary



City of Long Beach
Working Together to Serve

Agenda Item No. **2** Memorandum

Date: February 24, 2009

To: Civil Service Commission

From: Cynthia A. Stafford, Personnel Services Officer, Department of Public Works

Subject: PERMANENT REASSIGNMENT TO TRAFFIC ENGINEERING AIDE – LINDA THOMPSON

The Department of Public Works is requesting the permanent reassignment of Linda Thompson to the classification of Traffic Engineering Aide in accordance with Article VI, Section 62 (3) and 67 (4) of the Civil Service Rules and Regulations.

On February 10, 2009, the Human Resources Department completed a position audit on the Administrative Aide II position, currently held by incumbent Linda Thompson, in the Engineering Bureau's Transportation Engineering Division. As a result of the audit, they determined the duties Ms. Thompson has been performing are consistent with those of a Traffic Engineering Aide II. Ms. Thompson has been performing these duties since October 4, 1997.

To facilitate the reclassification, the Department of Public Works submitted requisition 08-72 for a Traffic Engineering Aide II. The requisition has been received and is on file in the Civil Service Department.

Ms. Thompson meets the minimum requirements for the classification and has been advised she will be required to serve a new probationary period as a Traffic Engineering Aide.

If you have any questions, please contact Cynthia Stafford at (562) 570-4686.

1-100-301-106-1-10

700 MAR 25 PM 3:17

CHALLENGE



City of Long Beach
Working Together to Serve

Memorandum

Date: February 10, 2009
To: Michael Conway, Director of Public Works
From: *Suzanne R. Mason*
Suzanne R. Mason, Director of Human Resources
Subject: POSITION AUDIT – Administrative Aide II

Due to your Department's request to provisionally appoint and reclassify an Administrative Aide II as a Traffic Engineering Aide II (Req. PW 08-72), a position audit has been completed on the Administrative Aide II position in the Transportation Engineering Division. As a result of this audit, we have determined that the duties are consistent with the classification and grade of Traffic Engineering Aide II. The requisition has been held in Human Resources pending the result of the audit. It will be forwarded to Civil Service for processing.

If you have any questions or concerns regarding this matter, please contact me at x86140 of Ken Walker at x86243.

cc: Cynthia Stafford, Personnel Officer

KW:MME

1 **DATE:** April 1, 2009
2 **TO:** Civil Service Commission
3 **FROM:** ^{REP} Robert Pfingsthorn, Personnel Analyst
4 **SUBJECT: REQUEST FOR RECLASSIFICATION AND PERMANENT**
5 **REASSIGNMENT – LINDA THOMPSON**

6 Correspondence has been received from Cynthia A. Stafford, Personnel Services
7 Officer, Department of Public Works, requesting Civil Service Commission approval to
8 reclassify and permanently reassign City employee Linda Thompson from the
9 classification of Administrative Aide, to the classification of Traffic Engineering Aide, in
10 accordance with Article 6, Section 62(3) and 67(4) of the Civil Service Rules and
11 Regulations. Staff has reviewed the request and presents the following facts for
12 consideration.

13 Facts for Consideration

- 14 • Ms. Thompson was first appointed to the Police Department as a Clerk Typist I
15 on October 7, 1974. On September 13, 1986, she was promoted to her current
16 classification of Administrative Aide in the Department of Public Works. Ms.
17 Thompson is currently assigned to the Transportation-Engineering Division,
18 Engineering Bureau, of the Department of Public Works, as an Administrative
19 Aide II.
- 20 • Requisition #08-72 to permanently reclassify Ms. Thompson to the position of
21 Traffic Engineering Aide has been received and is on file in the Civil Service
22 Department.
- 23 • On February 10, 2009, at the request of the Department of Public Works, the
24 Human Resources Department completed a position audit on the Administrative
25 Aide II position currently held by Ms. Thompson. As a result of the audit,

1 Human Resources determined that the duties Ms. Thompson has been
2 performing are consistent with those of a Traffic Engineering Aide. In the
3 comments section of the Position Classification Questionnaire (P-30), Ms.
4 Thompson's supervisor, David Roseman, City Traffic Engineer, supports the
5 reclassification indicating that the position Ms. Thompson currently holds has
6 become more engineering in nature. According to the P-30 report, Ms.
7 Thompson has been performing the duties of a Traffic Engineering Aide for the
8 past eleven years.

- 9 • A review of the classification specification for both positions involved indicates
10 that the Administrative Aide position handles "responsible administrative,
11 technical, and paraprofessional duties related to the development, organization,
12 coordination, and implementation of city departmental programs". These
13 positions are typically general and not specialized in nature. The Traffic
14 Engineering Aide position performs "increasingly difficult and responsible
15 investigative and sub professional engineering work in the collection, analysis
16 and interpretation of data pertaining to traffic control operations and traffic
17 engineering design activities." A key job duty for the incumbent is to "investigate
18 the need for installation or modernization of traffic signals and for regulatory and
19 warning signs".
- 20 • According to the City's Salary Resolution, the salary range for Administrative
21 Aide-II is 460. The received requisition indicates that the proposed
22 reclassification will be made to a Traffic Engineering Aide II position. The salary
23 range for Traffic Engineering Aide-II is 494.
- 24 • According to Ms. Stafford, no other employee in the Transportation-Engineering
25 Division is doing the duties that Ms. Thompson is currently performing.

- Requests for reclassification and permanent reassignment are not common. The Civil Service Commission last approved a request for reclassification and transfer on June 10, 1998. In that case, a Senior Civil Engineer incumbent in the Department of Planning and Building (now Department of Development Services) was reclassified and reassigned to the position of Senior Structural Engineer.
- Under Sections 65 and Sections 66 of the Civil Service Rules and Regulations, the Commission has reassigned City employees to other classifications when a division or a consolidation of a classification was warranted. In these cases, the employees were allocated to new classifications without administration of an examination.

Applicable Civil Service Rules and Regulations

- Section 62 of the Civil Service Rules and Regulations relates to situations that involve the job duties of classified City employees and situations where employees are performing job duties outside of their assigned classification. When these situations arise, the Commission “may, at its discretion, make an independent investigation of the matter pursuant to Section 1101(b) of the City Charter.” Upon conclusion of the investigation, under Section 62(3), “should the investigation determine that permanent assignment to another classification is warranted, it shall be accomplished under the auspices of Section 67 of these rules”.
- Relevant to this request, section 67(4)(a) of the Civil Service Rules and Regulations states that an employee may be assigned to another classification if, “the employee is the incumbent in a position which has been reclassified and the employee meets the entry qualifications established for the classification into

1 which the reassignment is made.”

2 Conclusion

- 3 • In conducting its investigation, Staff has reviewed the P-30 and classification
4 specifications for Administrative Aide and Traffic Engineering Aide. Staff has
5 also discussed the request and nature of Ms. Thompson's current job duties
6 with Ms. Stafford and Ms. Thompson. Staff concurs with the findings of the
7 position audit that Ms. Thompson is currently performing the duties of a Traffic
8 Engineering Aide. Ms. Thompson's current job duties are more aligned with the
9 Traffic Engineering Aide classification rather than her currently assigned
10 Administrative Aide classification. According to the P-30 report, some of Ms.
11 Thompson critical job duties include performing accident analysis and evaluating
12 citizen requests for parking zones, street name signs, and other safety
13 improvements. Several of her job duties are consistent with those of the Traffic
14 Engineering Aide position.
- 15 • Section 67(4)(a) states that the employee must meet the minimum qualifications
16 established for the classification into which the reassignment is made. A review
17 of Ms. Thompson's work experience indicates that she meets the minimum
18 qualifications for Traffic Engineering Aide which include:
 - 19 “Education equivalent to completion of two years of college coursework in
20 engineering or engineering technology and one year of experience in
21 sub-professional traffic engineering work or investigating the need for
22 traffic regulatory devices. Additional experience of the type specified
23 above may be substituted for the required education on a year-for-year
24 basis.”
- 25 • As noted by Suzanne Mason's memorandum to Michael Conway, Human

Resources has determined that the duties are consistent with the classification of Traffic Engineering Aide and supports the request.

- Having completed an investigation in accordance with Section 62, Staff recommends that the Civil Service Commission accepts Staff's findings that reclassification is warranted in accordance with Section 62(3) of the Civil Service Rules and Regulations.
- Should the Commission accept Staff's findings above, it is recommended that the Civil Service Commission approve the permanent reassignment of Ms. Thompson from Administrative Aide to Traffic Engineering Aide in accordance with Section 67(4)(a) of the Civil Service Rules and Regulations.
- Should the Commission approve the reclassification and permanent reassignment, Ms. Thompson will be required to serve a new probation period as a Traffic Engineering Aide to attain permanent status in the classification. Ms. Thompson would retain her seniority in the Administrative Aide classification. Ms. Thompson has been advised of the conditions of the proposed reclassification and reassignment.

All parties concerned have been informed that this request is on today's agenda. A representative from the Department of Public Works and the Human Resources Department of will be present to respond to any questions from the Commission.

RFP

RECLASSIFICATION AND PERMANENT REASSIGNMENT (THOMPSON, 4-1-09).DOC

1 **DATE:** April 1, 2009
2 **TO:** Civil Service Commission
3 **FROM:** Mario R. Beas, *MRB* Executive Director
4 **SUBJECT: UPDATE ON REQUEST TO SUSPEND SECTION 27 OF THE CIVIL**
5 **SERVICE RULES AND REGULATIONS**

6 At its regular meeting of March 18, 2009, the Commission received a legal opinion from
7 the City Attorney's Office regarding City Manager Patrick West's request to suspend
8 Section 27 of the Civil Service Rules and Regulations and to certify all names on an
9 eligible list when a personnel requisition is received. The intent is to allow for the
10 movement of current City employees to critical positions and reduce future layoffs.
11

12
13 In considering this request, it is imperative that the Commission insist that the principles
14 of the merit system in our hiring practices be retained. Further, the limits of hiring only
15 City employees on open-competitive eligible lists will have a negative "Chilling Effect" on
16 future efforts to hire non-City employee job candidates.
17

18 In summary, the City Attorney stated that the Commission does not have the authority
19 to suspend its rules and regulations. However, it identified a possible alternative under
20 Section 115 - Exception to Rules May be Approved. In response to the City Attorney's
21 legal opinion, the Commission directed staff to study the request expeditiously, to seek
22 input from the affected employee associations, and meet with Christina Checels, Senior
23 Deputy City Attorney, to develop language to consider this request.
24
25

1 On Tuesday, March 24, 2009, I met or spoke with representatives from all affected
2 employee associations to discuss the City Manager's request. Overall, the employee
3 associations support the concept, but only under a narrow scope with highly restricted
4 conditions. In fact, the associations would expect the exception to be limited to Section
5 27, and not affect any other section. Specifically, the associations do not want an
6 amendment to Section 115 to be used as a mechanism to seek exceptions to other
7 sections of the rules and regulations. They insist that if any exception is created, it
8 should include a clear sunset clause (date) to terminate the exception. In addition, they
9 would support an exception to the rules and regulations, only after the City Council has
10 declared a "fiscal emergency." Finally, the employee associations feel that City
11 employees in higher score bands should **not** be passed over in order to hire City
12 employees in lower score bands.
13

14
15 Staff is also seeking input from the two other appointing authorities – Harbor and Water
16 Departments.
17

18 On March 25, 2009, I met with Christina Checél, Senior City Attorney, to discuss
19 possible language. After some discussion, it was determined that two options are
20 available to the Commission to address the City Manager's request.
21

22 23 **Option 1: Amend Section 115 of the Civil Service Rules and Regulations**

24 Currently, under Section 115, the reasons the Commission may approve an exception
25 are clearly defined. To address Mr. West's request, the Commission would need to

1 broaden the exceptions allowed under Section 115. However, broadening of Section
2 115 would allow appointing authorities to seek exceptions to any section of the rules.
3 The Commission may consider adding a second exception to the section that is
4 specifically tied to a fiscal emergency. Below is a draft of potential language:

5
6 **Sec. 115.** At the request of an appointing authority, the Commission may authorize
7 exceptions to its rules, if, in the opinion of the Commission, the best interest of the City
8 would be served by doing so, under the following circumstances:

- 9
- 10 a) When it is required to implement the terms of a proposed settlement of claims
11 brought before a court of competent jurisdiction or other agency of
12 government charged with protecting the employee or applicant against
13 discrimination. At the request of the City Council, the Commission shall
14 authorize whatever exception to its rules as may be required to implement the
15 settlement of claims authorized by the City Council;
 - 16 b) At the request of the City Council when it declares a "fiscal emergency," and
17 the Commission deems that an exception to the rule is necessary to minimize
18 the impact of employee layoffs.

19 **Option 2: Amend Section 27- Certification of Eligibility List**

20 Currently Section 27 provides for three exceptions to the certification rules. Another
21 alternative is to add another exception, which would limit the certification of job
22 candidates to current permanent City employees. The option meets the City Manager's
23 objective to appoint City employees and reduce future layoffs. Such an amendment to
24 Section 27 would eliminate the opportunity to seek exceptions to other sections of the
25 Civil Service Rules and Regulations. The amendment could be written to require
Commission approval for each request for an exception. The amendment would be

1 restricted to Section 27, and no other sections in the rules and regulations would need
2 to be amended. Below is some suggested proposed language to add a fourth exception
3 to Section 27:

4
5 **Section 27:** "...At the request of the appointing authority, the Commission may
6 authorize exceptions to its rules under the following circumstances, if, in the
7 Commission's discretion the City's best interest would be served, the Commission may
8 authorize the Executive Director to certify only current permanent City employees
9 whose names appear on existing eligible lists for requested classifications."
10

11 12 **RECOMMENDATION**

13 In reviewing Options 1 & 2 to determine the most effective method to address the City
14 Manager's request, while maintaining merit principles, I recommend that the
15 Commission consider Option 2, a revision to Section 27 of the Civil Service Rules and
16 Regulations. This option will give the Commission the authority to restrict certification of
17 job candidates to current permanent City employees, and would not provide an
18 opportunity to request exceptions to other sections of the Civil Service Rules and
19 Regulations.
20

21
22 If approved, it is recommended that staff be directed to prepare a request to the City
23 Council for an amendment to Section 27. To ensure fairness in the application of any
24 amendment, staff also recommends that the Commission require that a policy be
25 drafted to properly administer the amendment to Section 27.

1
2 In addition, it is recommended that the City Manager endorse greater use of
3 promotional examinations, limited to City employees, to fill positions that traditionally are
4 filled through open-competitive eligible lists.
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6 The Employee Associations, Appointing Authorities and Human Resources have been
7 apprised of these recommendations.
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OFFICE AUTOMATION ANALYST

Job Number: 105

SALARY RANGE:

Grade I – IV: \$1,768.48 to \$2,941.44 Biweekly
\$3,845.00 to \$6,395.00 Monthly

Applications available: 7:30 a.m. to 4:30 p.m., April 3, 2009 through May 1, 2009. Completed applications and supplemental applications must be received in the Civil Service Department by 4:30 p.m., May 1, 2009. Postmarks will not be accepted.

REQUIREMENTS TO FILE:

- Education equivalent to an Associates of Arts degree in computer science, programming, business systems, or closely related field (proof required*).
- Two years (full-time equivalent) of experience working with computer application, local area networks, and end users; the two years of experience must be in one of the following areas: help desk support, systems administration, or network administration. Additional experience offering specific and substantial preparation for the duties of the position may be substituted for the required education on a year-for-year basis. A Bachelor's degree in one of the preceding fields may be substituted for one year of the required experience.
- Ability to communicate effectively, both orally and in writing.
- Ability to problem solve and provide effective customer service.
- Willingness to work nights and weekends.

Proof of a valid Class C motor vehicle operator's license and a current DMV driving record must be submitted to the hiring department at the time of selection interview.

DESIRABLE QUALIFICATIONS:

One or more of the following current certifications: MCTS, MCDST, MCSA, MCSE, and/or CCNA. Knowledge of Information Technology Infrastructure Library and help-desk software Track-It.

***Applications will not be processed until all required proofs are received. Any required proofs, such as diplomas, transcripts, or certificates, must be received in the Civil Service Department by May 6, 2009.**

EXAMPLES OF DUTIES:

Under supervision provides information technology service to end users with a wide variety of hardware, software and network issues; diagnoses software and hardware problems including but not limited to Microsoft Office and MS Windows, network printers, copiers, desktop and laptop computers, cell phones and Blackberries; documents all Service Desk calls and their resolutions; classifies, investigates, troubleshoots and diagnoses computer, server or network problems until resolved; determines and classifies Request for Changes; researches, orders, tests and deploys new software and hardware; trains users on supported systems; deploys, configures, maintains and monitors active network equipment; installs, supports, and maintains servers, storage and other platform systems; performs audits and backups of systems and software; evaluates operating system updates and application updates; may act as project leader; may direct the work of technical staff or contractors and performs other related duties as required.

SELECTION PROCEDURE:

This examination will be conducted using the continuous non-competitive procedure of placing qualified individuals on an eligible list. Screening of candidates will be conducted on the basis of applications and documentation submitted. Eligible lists will be established periodically. Resumes will be accepted, but may not be substituted in lieu of the required application forms. It is to the candidate's advantage to clearly document all job-related education, training and experience. Qualified applicants will be placed on the eligible list with those receiving Veteran's Credit first, and then in the order in which applications were filed.

If you have not received notification by May 20, 2009 contact the Civil Service Department at (562) 570-6202.

This information is available in an alternative format by request at (562) 570-6202.

OFFICE SYSTEMS ANALYST

Job Number: 104

SALARY RANGE:

Grade I – III: \$2,391.60 to \$4,208.56 Biweekly
\$5,200.00 to \$9,150.00 Monthly

Applications available: 7:30 a.m. to 4:30 p.m., April 3, 2009 through May 1, 2009. Completed applications and supplemental applications must be received in the Civil Service Department by 4:30 p.m., April 24, 2009. Postmarks will not be accepted.

The current vacancies are in the Harbor Department and will emphasize Business Process Improvement.

REQUIREMENTS TO FILE:

- Four-year college degree with major coursework in computer science or a related field (proof required)*.
- Two years (full-time equivalent) of recent experience managing large information technology projects or managing and maintaining a large, complex critical business system, such as ERP, records management, e-mail or computer aided design system. Experience may be substituted for education on a year-for-year basis.
- Thorough knowledge of the principles, techniques and methods used in acquiring, developing, implementing and/or enhancing computer hardware and software.
- Effective oral and written communication and interpersonal skills.

Proof of a valid Class C motor vehicle operator's license and a current DMV driving record must be submitted to the hiring department at the time of selection interview.

***Applications will not be processed until all required proofs are received. Any required proofs, such as diplomas, transcripts, or certificates, must be received in the Civil Service Department by 11:59 p.m., May 6, 2009.**

EXAMPLES OF DUTIES:

Under limited supervision, performs specialized technical work pertaining to information technology project management, systems design and implementation, administration and end user support activities; analyzes application software and systems, defines problems and develops solutions or coordinates resolutions through the use of vendors; evaluates end user requests and analyzes current business processes to determine appropriate steps to be taken to improve business processes; installs, customizes, and maintains complex software applications and related hardware; defines backup, recovery and security procedures for critical business systems; develops, maintains and/or updates systems standards and documentation; may prepare or evaluate training materials and manuals; may act in a lead or supervisory capacity; and performs other related duties as assigned.

SELECTION PROCEDURE:

This examination will be conducted using the continuous non-competitive procedure of placing qualified individuals on an eligible list. Screening of candidates will be conducted on the basis of applications and documentation submitted. Eligible lists will be established periodically. Resumes will be accepted, but may not be substituted in lieu of the required application forms. It is to the candidate's advantage to clearly document all job-related education, training and experience. Qualified applicants will be placed on the eligible list with those receiving Veteran's Credit first, and then in the order in which applications were filed.

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